

# TENNESSEE REGULATORY AUTHORITY

Pat Miller, Chairman  
Deborah Taylor Tate, Director  
Sara Kyle, Director  
Ron Jones, Director



460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

## NOTICE OF WORKSHOP

**Docket No.:** 97-00309

**In Re:** Workshop to Gather Information on the Tennessee Performance Assurance Plan, service quality measurements and self-effectuating enforcement mechanisms.

**Date:** August 4, 2004

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As agreed by parties at the June 7, 2004 Authority Conference, **the Authority has scheduled a workshop for Tuesday, September 14, 2004 from 9:30 a.m. until 4:00 p.m., to be held in Nashville, TN** at a location to be announced by subsequent notice. A call-in number will be made available for those wishing to participate remotely. By **August 11, 2004** participants must register on the TRA's website <http://www.state.tn.us/tra/index.htm>. **A Status Conference will be held at 9:30 a.m. on August 16, 2004** before the Moderator to discuss the workshop and address any preliminary issues.

Participants should be prepared to address the following topics:

- 1) The effect and effectiveness of the current Permanent Tennessee Performance Measurement Plan (SQM and SEEMs), which may include:
  - (a) necessity of maintaining the current plan, (b) justification to modify the current plan if necessary, and (c) elimination or addition of measurements;
- 2) BellSouth's wholesale performance in Tennessee, including:
  - (a) Pre-Ordering, (b) Ordering, (c) Provisioning, (d) Maintenance & Repair and (e) Billing
- 3) Necessity of periodic (or annual) audits of the plan;
- 4) Effect of Triennial Review Order (TRO) and USTA II; and
- 5) Suggestions of future action, if any, required by the Authority.

Questions should be directed to Arnold Reed by phone at 615-941-2904 x207 or email at [arnold.reed@state.tn.us](mailto:arnold.reed@state.tn.us). Persons with disabilities who require special assistance or alternate communications formats should contact Holly Russ, the Tennessee Regulatory Authority ADA-EEO/AA Coordinator/Office at 615-741-2904 x138 or 1-800-342-8359 so that reasonable accommodations can be made.

For The Tennessee Regulatory Authority:

Deborah Taylor Tate, Director  
CC: Interested parties